



NJ FamilyCare – Behavioral Health Integration

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Introduction to Behavioral Health (BH) Integration

Context

Behavioral health (BH) encompasses mental health services and substance use disorder (SUD) services

In NJ FamilyCare today, physical health is managed by five healthcare plans or managed care organizations (MCOs), and many behavioral health services are still managed through State Fee For Service (FFS)

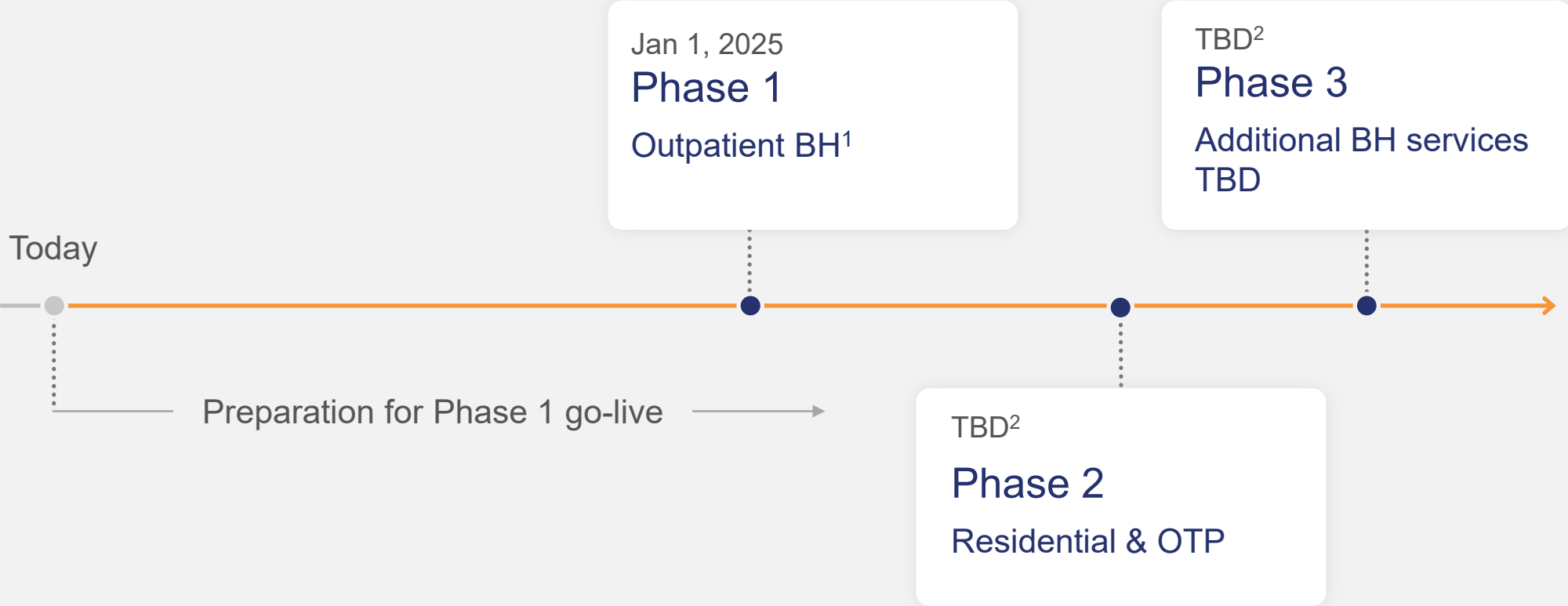
To prioritize whole-person care where all healthcare services across the care continuum are covered under the same entity, NJ is embarking on a BH integration endeavor

Goals of BH Integration

- ☆ **Increase access** to services with a focus on member-centered care
- ☆ Integrate behavioral and physical health for **whole person care**, with potential to improve healthcare outcomes.
- ☆ Provide appropriate services for members in the **right setting, at the right time**

Timeline | Less than 4 months to Phase 1 go-live

NJ is taking a phased approach to shifting BH services from FFS to be managed by MCOs, with Phase 1 go-live planned for Jan 1, 2025



1. Already integrated into managed care for MLTSS, DDD, FIDE-SNP. 2. Timings of Phase 2/3 carve ins will be determined after Phase 1 implementation

Planned service integration for each phase

Phase 1– Outpatient BH

Currently covered for MLTSS, I/DD, & FIDE-SNP

- Mental Health (MH) outpatient counseling (includes independent and agency clinicians)
- MH partial hospitalization
- MH partial care in outpatient clinic
- MH outpatient hospital or clinic services
- Substance Use Disorder (SUD) outpatient counseling (includes independent and agency clinicians)
- SUD intensive outpatient
- SUD outpatient clinic (includes Ambulatory Withdrawal Management (AWM))
- SUD partial care

Phase 2 – Residential & OTP

Currently covered for MLTSS, I/DD, & FIDE-SNP

- Adult mental health rehabilitation programs (group homes)
- SUD short-term residential
- SUD — medically monitored inpatient withdrawal management
- SUD long-term residential
- Opioid treatment programs (OTP)

Phase 3 – Services only provided through FFS today

Scope of services included in phase 3 is still being confirmed but services being considered include:

- Opioid Overdose Recovery Programs (OORPs)
- Psychiatric Emergency Rehabilitation Services (PERS)
- Psychiatric Emergency Screening Services (PESS)
- Behavioral Health Homes
- Community Support Services
- Certified Community Behavioral Health Clinics (CCBHCs)
- Targeted case management programs
- Children’s System of Care (CSOC)

Preparing for the Transition

The Division of Medical Assistance and Health Services (DMAHS) has partnered with the Division of Mental Health and Addiction Services (DMHAS) to help providers and Medicaid enrollees prepare for the transition:

Formed a BH Integration Advisory Hub

- Bi-monthly meeting
- Participants include Medicaid members, caregivers, providers, advocates, state agencies, all 5 MCOs, and associations
- Facilitated two Provider Forum meetings with all five MCOs to discuss provider enrollment and utilization management processes for specific provider types
- Conducted review of other states' BH policies to identify best practices for standards related to credentialing, access, and care management
- Developed workgroups State workgroups focused on BH provider network adequacy and directory requirements, quality reporting metrics, and health equity standards.
- Next Steps:
 - Continue analysis of current MCO policies to further explore opportunities to standardize and streamline when possible
 - Complete MCO contract proposals to address various changes

NJSAMS integration to minimize provider burden for prior authorizations and ensure timely completion



Context

- NJSAMS is an online state system that all licensed SUD providers are required to use to submit member data. Benefits include:
 - 20 years of client data stored in system
 - Determines member level of care
 - Fulfills SAMHSA reporting requirements
 - Data used to report on state/provider performance and residential capacity
- SUD providers currently submit duplicative information for MCO SUD prior authorization (PA) requests, vs. for FFS, NJSAMS information routes to relevant systems without additional provider action
- Goal is to leverage NJSAMS data for MCO SUD PA requests to reduce provider burden



Plan for NJSAMS SUD PA Request

- Near term plan: Providers click button in NJSAMS to route electronic report to MCOs, which constitutes complete SUD PA request
- Long term plan: Two-way system integration between NJSAMS and MCO PA portal
- Progress: DMAHS, DMHAS and MCOs are working to implement near-term plan, with testing slated to begin in October
 - Business requirements document developed
 - Development of legal agreements in progress

Resources for Providers

- **Provider readiness** (DMAHS/DMHAS led and co-facilitated by MCOs)
 - Sep: Enrollment and Credentialing
 - Oct: Claims
 - Nov: Prior Authorizations (including NJSAMS)
 - Dec: Office Hours
- **"Achieving Success in Managed Care" Forum** (co-facilitated by DMAHS/DMHAS and partner organizations)
 - Forum to provide BH providers with critical information and advice for a smooth transition into managed care, including best practices and experienced provider panel
- **Readiness packet**
 - Resource to serve as "one stop shop" of information for provider readiness, including detailed guidances by topic and a readiness checklist

Member Readiness

State and MCO communications

- DMAHS to draft communications for MCOs to share with members, informing them of BH integration and member impact

Informational session

- Oct: DMAHS to host informational virtual meeting for all stakeholders, highlighting key policies and readiness requirements

Member-focused meeting

- Dec: DMAHS to facilitate member-focused virtual meeting to discuss member impact of BH integration and answer questions

Seven actions providers can take to prepare for Behavioral Health Integration

- 1 Stay up to date on BH Integration news and **read DMAHS step-by-step topic guidance's** as they are published online – <https://www.nj.gov/humanservices/dmhas/information/stakeholder/index.html>
- 2 **Register to attend scheduled DMAHS topic specific trainings**
- 3 **Enroll in Medicaid / NJ FamilyCare** as soon as possible
- 4 **Create and build your CAQH profile** to establish a source of truth for credentialing applications
- 5 **Credential with all MCOs used by your members** to avoid delays in access or payment. We encourage you to enroll with all 5 MCOs as members often change plans
- 6 **Attend MCO specific sponsored trainings**
- 7 **Prepare systems** for updated prior authorization and claims processes

Upcoming provider readiness trainings

Date	Training Topic	Target audience	Link
Sep 25 9AM-11AM	Enrollment & Credentialing Two-part training that provides 1) an overview of NJ's Medicaid enrollment process, with a live demo, and 2) an overview of MCO credentialing standards and high-level process across MCOs; MCOs will introduce their teams, process, resources and upcoming trainings	Behavioral health providers new to Medicaid and/or who have not credentialed with all 5 MCOs	(Register)
Oct 16 9:30-11AM	Achieving Success in Managed Care A forum offering providers insight and advice about what it takes to be successful operating under managed care and an opportunity to ask experienced providers "what they wish they knew" about managed care	Behavioral health providers looking to learn more about managed care	(Register)
Oct 24 9AM-10:30AM	Claims & Billing This session will focus on processes and policies to submit claims and be reimbursed by MCOs. The training will cover topics such as billing codes, submission process, clean claims and common errors, and appeals	Behavioral health providers looking to better understand claims & billing for BH services	(Register)
Nov 21 9AM-10:30AM	Prior Authorization & NJSAMS This session will focus on the requirements and processes for prior authorization of BH services through MCOs, including which services require prior authorization, required field, and submission and approval processes. The training will also include a walkthrough of NJSAMS, the system used for SUD prior authorization	Behavioral health providers seeking to better understand prior authorization & NJSAMS for BH services	(Register)
Dec 5 2PM-4PM	Office Hours An opportunity for providers to drop-in and ask DMAHS and MCOs any remaining questions on any topic before Phase 1 go-live	All behavioral health providers	(Register)